

**Subject:** READ/CELEBRATE: Access for Crisp chat logs for Club Penguin Island Support

**Date:** Friday, June 9, 2017 at 4:58:10 PM Pacific Daylight Time

**From:** Ross, Katie

**To:** #DI GX GSR, #DI GE Management and Team Leads

**CC:** Demers, Mark, Mack, Naomi

Hi all,

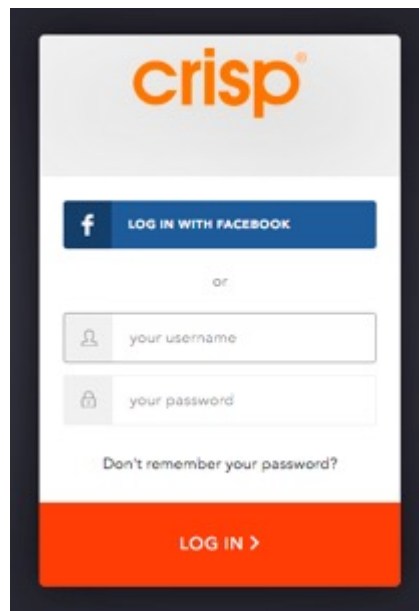
Exciting times! We now have access to look into accounts that have received a suspension or warning in Club Penguin Island! This means you no longer need to email the Crisp support to get chat logs! **\*take a moment to celebrate\***

**This also means we should no longer be emailing Crisp support for suspension/ban chat logs effective immediately.**

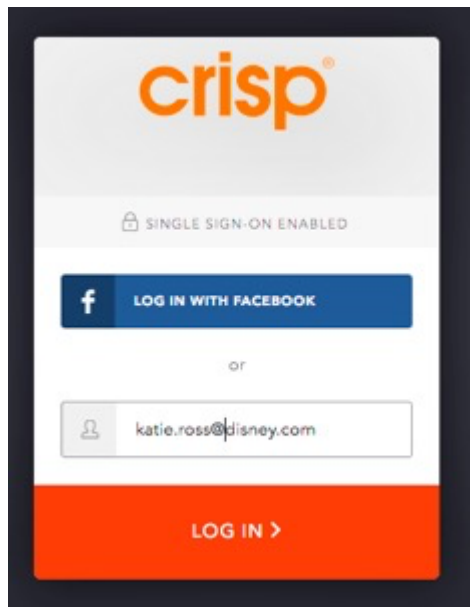
If you have any questions, let me know! The full guide is in [Confluence](#) including handy searching tips.

For a quick overview, read on!

To access, go to this link: <https://crisptrust.app.crispthinking.com/>



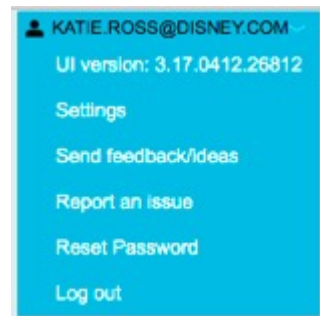
Once you enter your Disney email address the password field will disappear, select "LOG IN".



You will be redirected to the familiar MyID log in page to use your DISID and password to log in!



From here you will land on a fairly empty page, there is the option to do a Bad Actor search on the left, and you can log out on the right using the drop down menu. **\*there is a 15 minute session time out if inactive\***



Please note that currently this tool will only pull accounts that have received a suspension or a ban. *There is a future feature that will allow to search accounts that have received a system generated warning, this is not yet a thing :).*



From here you can search using Display name or SWIDs!

*Katie Ross*

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